

CLAIM AMENDMENTS

IN THE CLAIMS:

This listing of the claims will replace all prior versions, and listing, of claims in the application or previous response to office action:

1. (Currently Amended) A database server system, maintained by an application service provider (ASP), for generating contact data for potential customers of a business enterprise other than the ASP, comprising:

a ~~customer-~~ business profiles system for providing customer-profile data associated with sales to existing customers of the business enterprise, comprising: a data acquisition process for extracting the business profile data from the enterprise's pre-existing internal data sources; wherein the data sources comprise at least the following data associated with existing customers of the enterprise: customer data, sales data, ~~marketing data~~, sales ~~campaign data~~, and account data; a data mart for storing the extracted business profile data ~~in the form of tables~~; ~~a query repository for storing predefined queries~~;

a prospects harvester ~~process~~ system for providing contact data representing information about prospective customers of a product or service offered by the business enterprise ~~for accessing the customer-profile database and a text archive of Internet text sources~~, comprising: a data acquisition process for searching unstructured extracting Internet text sources- documents for harvested leads to prospective customers who are discussing, in the text sources, products or services related to the enterprise' business affairs; extracting text documents from unstructured Internet discussion sites selected from the group of: newsgroups, discussion forums, and mailing lists; wherein the unstructured Internet text sources are at least one of the following: newsgroups, discussion forums, and mailing lists; and wherein each discussion site comprises a collection of text documents generated by participants of the discussion site and broadcasted to received by multiple participants of the discussion site; a text archive for storing the extracted text documents;

a text indexing server operable to index the text archive in accordance with both keywords contained in the text source and in accordance with contact data associated with the participants;

wherein the text indexing server is operable to receive queries from the business enterprise, each query representing a request for information about participants who are discussing a specified product or service;

wherein the text indexing server is further operable to access both the text archive and the customer business profile database mart, to use the query as a basis for extracting data from the text archive and the customer business profile database mart, and to provide a response that represents data about a participants who conform to customer business profile data;

wherein the text indexing server searches the text archive and the business profile database according to parameters representing keywords in the text archive, contact data in the text archive, and profile data in the profiles database;

a web server for receiving queries from the enterprise, and for providing the response to the enterprise, via a web browser;

wherein the customer business profiles system, the prospects harvester system, the text indexing server, and the web server are operated by the ASP for use by multiple business enterprises.

2. (Original) The server system of Claim 1, wherein the data mart stores data in accordance with OLAP-type specifications.

3. (Cancelled)

4. (Cancelled)

5. (Previously Presented) The server system of Claim 1, wherein the internal data sources are from contact management software operated by the enterprise.

6. (Previously Presented) The server system of Claim 1, wherein the internal data sources are from accounting software operated by the enterprise.

7. (Previously Presented) The server system of Claim 1, wherein the internal data sources are from ERP (enterprise resource planning) software operated by the enterprise.

8. (Cancelled)

9. (Cancelled)

10. (Currently Amended) A method, performed by an application service provider (ASP), of providing customer lead data for potential customers of a business enterprise other than the ASP, comprising:

providing ~~customer~~ business profile data by extracting ~~customer~~ data from the enterprise's internal data sources, wherein the data sources comprise at least the following data associated with existing customers of the enterprise: customer data, sales data, marketing data, sales campaign data, and account data; storing the extracted data in a customer profile database in a format designed for data mining purposes; storing the extracted data ~~in the form of tables in a~~ business profile data mart;

~~storing predefined queries in a query repository;~~

providing harvested ~~prospects~~ new customer contact data by extracting text documents from unstructured Internet discussion sites selected from the group of: newsgroups, discussion forums, and mailing lists; wherein each discussion site comprises a collection of text documents generated by participants of the discussion site and ~~broadcasted to~~ received by multiple participants of the discussion site; storing the extracted text documents in a text archive;

using a text indexing server to index the text archive in accordance with both keywords contained in the text source and in accordance with contact data associated with the participants;

wherein the text indexing server is further operable to receive queries from the business enterprise, each query representing a request for information about participants who are discussing a specified product or service;

wherein the text indexing server is further operable to access both the text archive and the ~~customer~~ business profile database, and to use the query as a basis for extracting data from the text archive and the ~~customer~~ business profile database, such that the response represents data about a participants who conform to ~~customer~~ business profile data;

wherein the text indexing server searches the text archive and the business profile database according to parameters representing keywords in the text archive, contact data in the text archive, and profile data in the profiles database;

using a web server to receive queries from the enterprise and to provide responses to the enterprise via the web browser;

wherein the method is provided as a service by the ASP for use by multiple business enterprises.

11. (Original) The server system of Claim 10, wherein the data mart stores data in accordance with OLAP-type specifications.

12. (Cancelled)

13. (Cancelled)

14. (Previously Presented) The server system of Claim 10, wherein the internal data sources are from contact management software operated by the enterprise.

15. (Previously Presented) The server system of Claim 10, wherein the internal data sources are from accounting software operated by the enterprise.

16. (Previously Presented) The server system of Claim 10, wherein the internal data sources are from ERP (enterprise resource planning) software operated by the enterprise.

17. (Cancelled)

18. (Cancelled)

19. (Previously Presented) The system of Claim 1, wherein the customer profiles system further comprises a query repository for storing predefined queries, and wherein the web server processes queries to determine if they match any of the stored predefined queries.

20. (Cancelled)

21. (Cancelled)

22. (Previously Presented) The system of Claim 1, wherein the web server further processes queries to determine if they are drill down requests.

23. (Previously Presented) The system of Claim 1, further comprising a user profiles database for storing query preferences of the enterprise.

24. (Previously Presented) The system of Claim 1, further comprising a user profiles database for storing output preferences of the enterprise.

25. (Cancelled)

26. (Cancelled)

27. (Cancelled)

28. (Previously Presented) The method of Claim 10, wherein the web server further processes queries to determine if they are drill down requests.

29. (Previously Presented) The method of Claim 10, wherein the web server further accesses a user profiles database to determine query preferences.

30. (Previously Presented) The method of Claim 10, wherein the web server further accesses a user profiles database to determine output preferences.

31. (New) The system of Claim 1, wherein the business profiles system further comprises a data mining database and a data mining server for generating models of customer purchasing behavior.

32. (New) The method of Claim 10, further comprising the step of using the datamart to provide data for a data mining server that generates models of customer purchasing behavior.